

## Guide to using the service

### STEP 01

Choose your item and check the item name, then call "0" on your room telephone to speak to a member of staff and make an inquiry or place an order.

※ Some craft items in our shop are featured primarily for introductory purposes. If they are not available at the time of ordering or soon afterwards, your order may be cancelled. We are doing our best to acquire stock of all items as quickly as possible, but please understand that some items may not become available.

### STEP 02

After receiving your order, we will deliver your items to your room for maximum convenience.

※ Orders can be placed up to six hours before check - out.

### STEP 03

The invoice for items ordered will be added to your room bill, to be paid for when you check out.

※ If you would like to pay for your items upon delivery, only credit card payment is possible.

## Please Note

- We are unable to provide product wrapping or delivery services.
- The colors of items ordered may differ slightly from those in catalog photographs.
- Handmade items may show slight individual differences, which is an innate feature of handcrafts.
- Marriott Rewards points cannot be earned from purchases made at THE PLAZA SHOP.

## Exchanges / Returns / Refunds

- Applications to exchange, return or receive a refund for items may be made at any time before you check out. Exchange, return or receive a refund for items cannot be provided in case of changing of mind.
- Refunds cannot be provided after items ordered have been removed from their packaging. Please ensure that you check your items sufficiently before opening them.
- Exchanges, Returns, Refunds for defective items.

To request the exchange or return of an item, please dial "0" from your hotel telephone and speak to a member of staff. This process is quickest and most convenient if you are able to let us know the item number.

Exchange or return may not be possible if items are deemed to show signs of already having been worn, deliberately damaged in order to return them, washed or used.

- Items are not considered defective in the following cases :

- (1) If colors have become slightly altered or faded
- (2) When items differ in color from catalog photos
- (3) When parts of items show marks or other attributes that are an inevitable feature of the materials used to make them (traces of thread or chalk/run glaze/tree bark etc)

- Exchanges / Returns / Refunds are not possible in the following circumstances :

- (1) When the value of the item has been compromised due to opening of packaging and use or installation (Except when packing has been opened to check the condition of the item)
- (2) When the value of the item has been compromised by use or partial consumption by the customer
- (3) When the value of an item has been significantly decreased through aging, preventing resale
- (4) When part of the product has been lost (e.g. accessories or components)
- (5) When the specific tag of the item has been removed or lost
- (6) When the item has been rendered dirty or acquired a different smell (e.g. due to cosmetics, deodorants, perfumes or fabric softeners)
- (7) When the item has been discontinued